

database

13 July, 2005



Google, Inc.
Attn: User Support, DMCA Complaints

Mountain View, CA 94043

User Support:

This is our formal complaint against the website owner of thephonexx.biz whose site is found in Google search results. We believe this site is infringing on our copyrighted website information. We have written the owner of this website and requested the removal of the offending web pages. The owner has not responded to our demand. We request that you review this website and remove it.

(1) Our Copyrighted material is located here:

<http://www.easyivr.com>

<http://www.databasesystemscorp.com/psvbroadcast.htm>

<http://www.databasesystemscorp.com/provoice.htm>

(2) The offending website pages that contain our copyright material are located here:

<http://thephoenixx.biz/id173.htm>

<http://thephoenixx.biz/id175.htm>

<http://thephoenixx.biz/id177.htm>

<http://thephoenixx.biz/id172.htm>

BACKGROUND

database systems corp.

Database Plaza • Phoenix, Arizona 85014-2710
@dsc1.com

The following documents the copyright infringement and false promotion and misrepresentation by the owner of the above site.

The owner of the above website has taken our copyrighted material from our above referenced webpages and placed them on his website. He has also used our registered names including PACER phone system, WIZARD phone system and website names EasyIVR and company name Database Systems Corp. He also has kept links on these pages (when he copied them) to our website to our sample voiceover talent without our authorization or approval.

GOOGLE SEARCH RESULTS

The following is an example of how this website owner is using our copyrighted material. EasyIVR™ is a registered product of Database Systems Corp. When using the Google Search Engine and entering the search term "EasyIVR", Google returns 1 results from this specific website. The information displayed in each search result contains our copyrighted material from our website and is not authorized. The following are just a few snippets taken from our web pages and that appear in these Google search results for this site.

Voice Broadcasting Service and Systems

Welcome to **EasyIVR**, the IVR hosting and phone answering service plus voice broadcasting center for The Phoenixx. (DSC). IVR refers to Interactive Voice ...
thephoenixx.biz/id172.htm - 9k - [Cached](#) - [Similar pages](#)

Note that the web designer replaced our company name with his, but forgot to change the company initials DSC (Database Systems Corp.). Here is the information contained on our HOME page for www.easyivr.com:

"Welcome to EasyIVR, the IVR hosting and voice broadcasting center for Database Systems Corp. (DSC). IVR refers to Interactive Voice Response - we provide both turnkey IVR systems and complete business phone services using our award winning IVR technology and facilities."

Their web page is copied verbatim from our HOME page www.easyivr.com.

Search using our product names PACER™ and WIZARD™ returns the following results with Google:

Types of Voice Broadcast Campaigns

The **PACER** can perform all types of outbound dialing including predictive dialers and ... The **PACER** IVR/Voice Broadcasting system fully supports XML Push ...
thephoenixx.biz/id175.htm - 25k - [Cached](#) - [Similar pages](#)

Interactive Voice Broadcasting Systems

We can provide you with a complete **turnkey PACER** or **WIZARD** Voice Broadcast phone system. If you need to get a project or campaign started immediately, ...
thephoenixx.biz/id173.htm - 14k - [Cached](#) - [Similar pages](#)

The above two pages were copied verbatim from our website page below. The following information is maintained in our product page:

www.databasesystemscorp.com/psvbroadcast.htm

"The **PACER** IVR/Voice Broadcasting system fully supports XML Push client/server applications. Application servers can now send XML protocol messages to our **PACER** phone system to automatically dial a number and play a recorded message."

"We can provide you with a complete turnkey **PACER** or **WIZARD** Voice Broadcast phone system. If you need to get a project or campaign started immediately, we can also provide your organization voice broadcast outsourcing at our own voice broadcasting call center."

Search using Professional Voice Talent returns the following results with Google:

Voice Overs and Voice Over Talent

We've compiled a few **professional voice talent** samples from which you can ...
Professional Voice Talent. Multi-lingual support, Music On Hold Services ...
thephoenixx.biz/id177.htm - 31k - [Cached](#) - [Similar pages](#)

The following information is maintained in our product page:

www.databasesystemscorp.com/provoice.htm

"We've compiled a few professional voice talent samples from which you can choose. Click on any of the following names to hear their demos. Remember which voice over talent sample you prefer when contacting us for your professional voice recording."

thephoenixx.biz/id177.htm is virtually an identical page copied from our website INCLUDING links to our website voice over talents.

TRADEMARK LISTINGS

Our corporate trademarks are posted on our website here with effective dates and reference numbers:

<http://www.databasesystemscorp.com/trademarks.htm>

(3) OUR COMPANY INFORMATION

Database Systems Corp., Arizona Corporation

Phoenix, AZ 85014

Founded: 1978

Owners:

Websites:

<http://www.databasesystemscorp.com> (Corporate)

<http://www.easyivr.com> (Service Division)

<http://www.911broadcast.com> (Emergency Broadcast Svc)

(4) Offending Website Owner

The Phoenixx Corporation

Huntsville, AL 35801

Phone:

REPRESENTATIONS

I represent that I am an owner of this company and websites and am fully authorized to pursue this matter.

(5) I have a good faith belief that use of the copyrighted materials described above on the allegedly infringing web pages is not authorized by the copyright owner, its agent, or the law

(6) I swear, under penalty of perjury, that the information in the notification is accurate and that I am the copyright owner or am authorized to act on behalf of the owner of an exclusive right that is allegedly infringed.

My contact information is the following:

[REDACTED]
President, Database Systems Corp.

[REDACTED]
@yahoo.com

[REDACTED]
@databasesystemscorp.com

DESIRED ACTION FROM GOOGLE

Since this company is displaying our copyrighted website material and product and company data, we respectfully request that you remove this site from your search results. Thank you for your prompt attention to our prior filings and we would appreciate your attention to this matter as well.

[REDACTED]
President
Database Systems Corp.
[REDACTED]